

NHSBT GUIDE TO RAISING CONCERNS

Introduction

This guide supports the Freedom to Speak Up policy for the NHS (Adopted by NHSBT) which can be found [HERE](#)

It provides details about where concerns can be raised depending on the nature of the concern and your preferences. It also briefly describes the roles of various services you may contact.

As NHS workers, we all have a part to play in creating a safe, open culture. Sharing concerns enables NHSBT to take appropriate action to make things better for workers, donors, and patients.

- Managers and leaders are expected to welcome and listen to concerns without judgement and explore possible solutions with the concerned colleague.
- When you share a concern, you should be able to do so feeling confident that you will be listened to, thanked, and that your concern will be looked into and responded to effectively.

Please note the following important information:

- NHSBT managers are responsible for looking into and addressing concerns. If you share your concern through a support service such as Freedom to Speak Up, Human Resources, or Trade Union Representatives, they can share concerns on your behalf for managers to address.
- Please be mindful that it may not be possible for NHSBT to take the action you would like and/or meet your preferred outcomes. However, the reasons for this should be shared with you.
- CONFIDENTIALITY: You may wish to raise a concern in confidence, whereby only the person you speak up to knows your identity.
 - Confidentiality may need to be broken in exceptional circumstances, such as criminal activity, an immediate risk of harm to a patient, worker or member of the public, or if required by law. For example, if you cite your contact with a support service (e.g. FTSU, Union Representative, Human Resources) as part of a legal case, the person you spoke up to is required by law to disclose any information requested by the court.

However, there may be ways to protect confidentiality even when further action is needed. Decisions on the extent of information that needs to be disclosed to allow appropriate action to be taken will need to be made on a case-by-case basis. In all cases where confidentiality may be affected, this should be discussed with the person who spoke up and the Information Governance lead.

Speaking Up

Find the best route for resolving your concern:

- [Concerns mainly affecting one individual](#)
- [Concerns affecting you and/or others](#)
- [Concerns about serious wrongdoing or harm](#)

Further Support

[A range of internal and external services are available](#)

Routes for Raising Concerns

(Some icons contain links for more information)

Employment terms and conditions

(e.g. reasonable adjustments, role, training, pay, flexible working, sickness absence, formal process etc)



Line Manager, or more senior manager:

Explain how your concern is affecting you/others. They can request support from the Resolution Unit if they have taken all steps to resolve it themselves



HR Direct:

For information/ advice about relevant policies, procedures, and support options e.g. Resolution Unit, Stress Risk Assessment



Union:

Can advocate for you to help make sure policies are being applied properly



FTSU:

Can explore your options with you in confidence and help you decide on the way forwards.

Confidentiality

Whichever route you choose:

- Safeguarding concerns must be shared with the Safeguarding Lead.
- The person you speak up to is required by law to disclose any information requested by the courts. E.g., If you cite your contact with them as part of a legal case.

A relationship, or the way I am being treated

(e.g. unkind or inappropriate behaviours, bullying, discrimination, harassment)



The individual:

Explain to the person that you would like to see if you can find ways to resolve your difficulties/ improve your relationship



Line Manager, or more senior manager:

Explain how your concern is affecting you/others. They can request support from the Resolution Unit if they have taken all steps to resolve it themselves



HR Direct:

For information/ advice about relevant policies, procedures, and support options e.g. Resolution Unit, Stress Risk Assessment



Union:

Can advocate for you to help make sure policies are being applied properly



FTSU:

Can explore your options with you in confidence and help you decide on the way forwards.



The Resolution Unit:

Can provide interventions to help resolve conflict. Ask your manager or HR Direct to refer your concern.

Routes for Raising Concerns

(Some icons contain links for more information)

The team or service I work in
(E.g. low morale, poor culture, lack of support)



Line Manager / more senior manager:

Explain how your concern is affecting you/others. They can request support from the Resolution Unit if they have taken all steps to resolve it themselves



HR Direct:

For information/advice about relevant policies, procedures, and support options e.g. Resolution Unit, Stress Risk Assessment



The Resolution Unit:

Can provide interventions to help improve team culture and relationships



Union:

Can advocate for you to help make sure policies are being applied properly



FTSU:

If you feel unable to speak up yourself, or your concern is not being addressed, a Guardian can escalate your concerns to the right person or service, without sharing your identity if you prefer:
[Anonymous Concern Form](#)

Staff safety

(E.g. unsafe equipment, resources, environment)



Your Manager:

Report your concerns as soon as possible



Health & Safety:
DATIX - [Report HERE](#)



Safeguarding:
[Alert HERE](#)



Union:

Can advocate for you to help make sure policies are being applied properly



FTSU:

If you feel unable to speak up yourself, or your concern is not being addressed, a Guardian can escalate your concerns to the right person or service, without sharing your identity if you prefer:
[Anonymous Concern Form](#)

Patient safety

(E.g. Poor or potentially unsafe clinical practice or care, safeguarding)



Your Manager:

Report your concerns as soon as possible



Patient Safety Lead and / or
Q-Pulse - [Report HERE](#)



Safeguarding:
[Alert HERE](#)



Union:

Can advocate for you to help make sure policies are being applied properly



FTSU:

If you feel unable to speak up yourself, or your concern is not being addressed, a Guardian can escalate your concerns to the right person or service, without sharing your identity if you prefer:
[Anonymous Concern Form](#)

Concerns about serious wrongdoing or harm

E.G., Deliberate harm to patients, donors or staff; illegal/criminal activity by an individual or the organisation; NHSBT failure to address serious risk to patients, donors, or staff.

You do not need proof, and it is ok to be mistaken, provided you are acting in good faith, believing the information to be true.



Senior Leader

Alert the following people as soon as possible:

1. [Director of Quality](#)
 2. [Chief Medical Officer](#)
 3. [Chief Nursing Officer](#)
- AND**
4. [Non-Executive Director for Whistleblowing](#)



FTSU Guardian

The Guardian will escalate the concern to senior leaders – or with external regulators if necessary - until it is resolved, without sharing your identity with anyone else*.

- Speak.Up@nhsbt.nhs.uk
- [Online Concern Form](#)

***Unless required by the courts, or to safeguard lives**



External Body / Regulator

- [NHS Counter Fraud Authority](#) (for concerns about fraud and corruption)
- [Care Quality Commission \(CQC\)](#)
- [NHS England](#)

Support Services Contact Details

Internal Support

- A wide range of resources and support available through the **NHSBT Wellbeing Hub** can be found [HERE](#).
- **Line manager support:**
 - ✓ Wellbeing Conversations Wellbeing Action Plans
 - ✓ Stress risk assessments
 - ✓ Occupational Health Assessment – manager referral
- **Employee Assistance Programme (EAP)**
 - ✓ EAP phone number: **0800 783 2808**
 - ✓ Free, confidential service for all NHSBT colleagues and their family members.
- **Enhanced Psychological Support** following bullying, harassment, or discrimination (NB requires manager referral)

External Support

- **NHS England** has a [Speak Up Support Scheme](#) that you can apply to for support
- [Speak Up Direct](#) provides free, independent, confidential advice on the speaking up process.
- **The charity [Protect](#)** provides confidential and legal advice on speaking up.
- [The Advisory, Conciliation and Arbitration Service \(ACAS\)](#) gives advice and assistance, including on early conciliation regarding employment disputes.
- These **free listening services** offer confidential support from trained volunteers. You can talk about anything that's troubling you, no matter how difficult:
 - ✓ Call [116 123](#) to talk to [Samaritans](#), or email: jo@samaritans.org for a reply within 24 hours
 - ✓ Text "SHOUT" to 85258 to contact the [Shout Crisis Text Line](#)
- [Access to Work](#) provides funding to support neurodiverse and disabled workers including ADHD/Autism Coaching, equipment, learning aids, and Support Worker time.

Key Department Contact Details

Human Resources

Telephone: 0117 3227700

E-mail: hrdirect@nhsbt.nhs.uk (please do not mark any email Private as they will not show in our inbox)

QADirect

Telephone: 0161 423 4300 (54300)

Email: QADirectEnquiries@nhsbt.nhs.uk

For safeguarding support, advice or guidance in hours:

Natalie Hawker, National Lead for Safeguarding: • 07385 435251 • Natalie.hawker@nhsbt.nhs.uk

For out of hours safeguarding support, please contact:

- Organ Donation and Transplantation Regional Manager on-call (via Duty Office) 0117 9757580
 - Blood Donation Manager on-call:
 - East 02380 700480 • West 02380 700478 • North 01132 328859
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Email: Speak.Up@nhsbt.nhs.uk – confidential to FTSU (NB All Guardians monitor this inbox)

MS Forms: [FTSU Online Form](#) – confidential or anonymous (NB All Guardians monitor this form)

Phone: 0300 020 1259

One of the Guardians will answer during office hours or call you back if you leave a message.

QR Code (opens the online form, works on personal devices)



Freedom to Speak Up